

Fig. 1 (Prior Art)

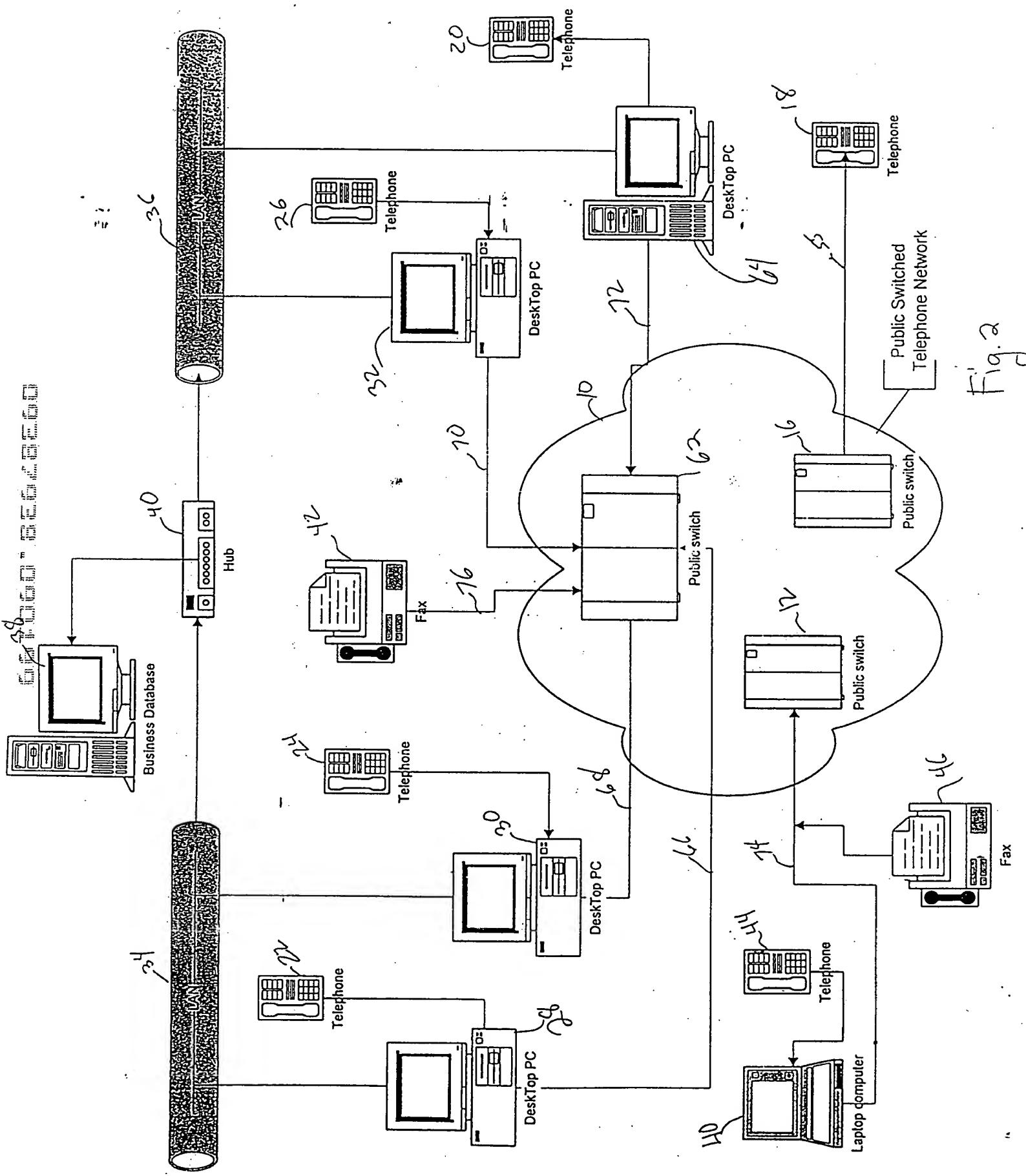


Fig. 2

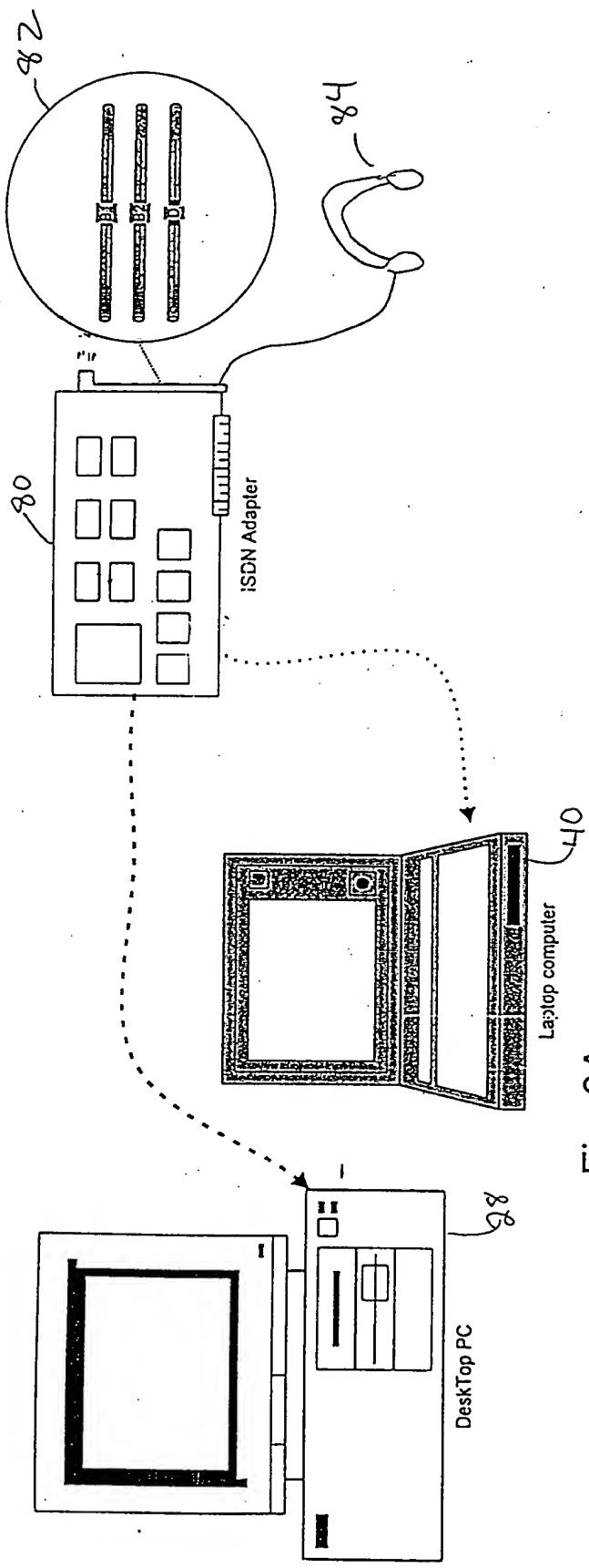


Fig. 3A

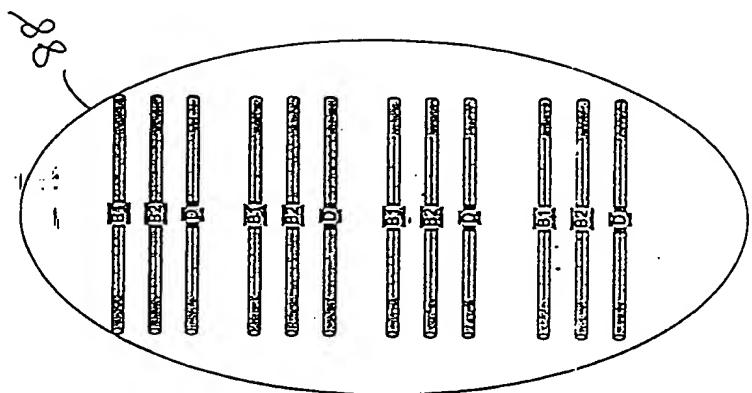
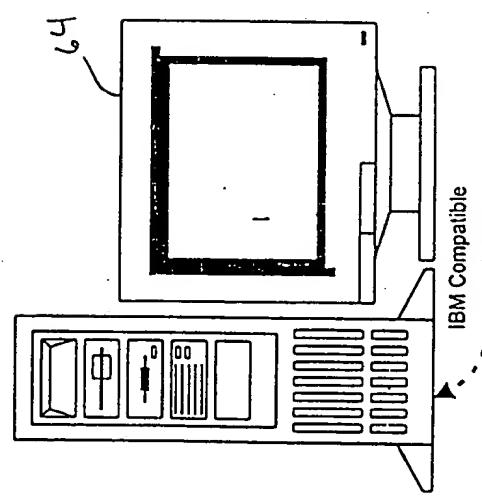


Fig. 3B



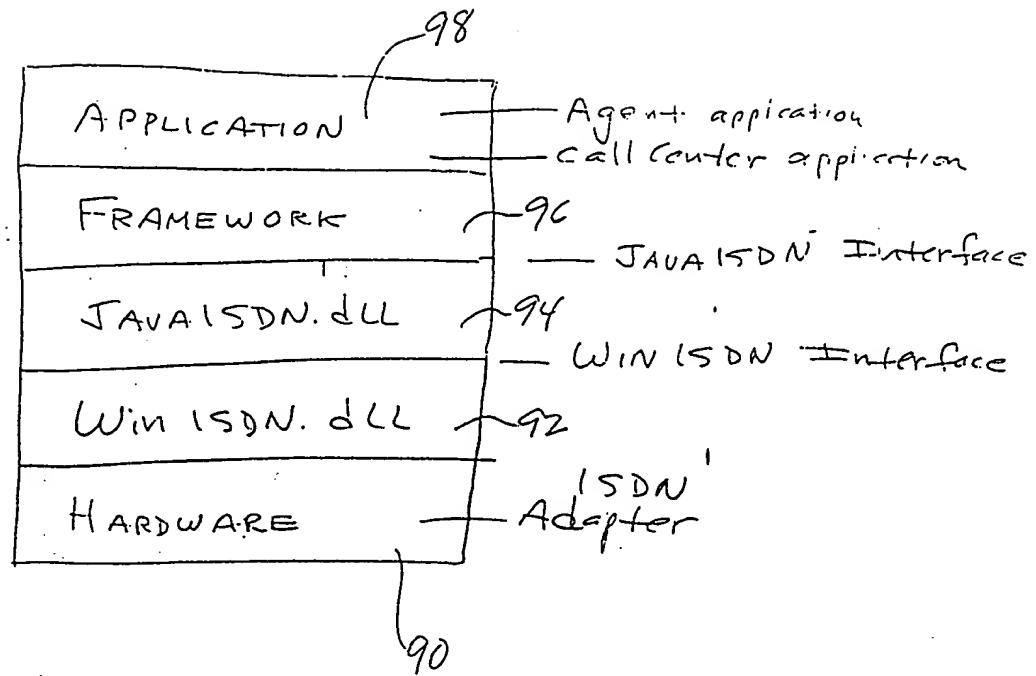


Fig. 4

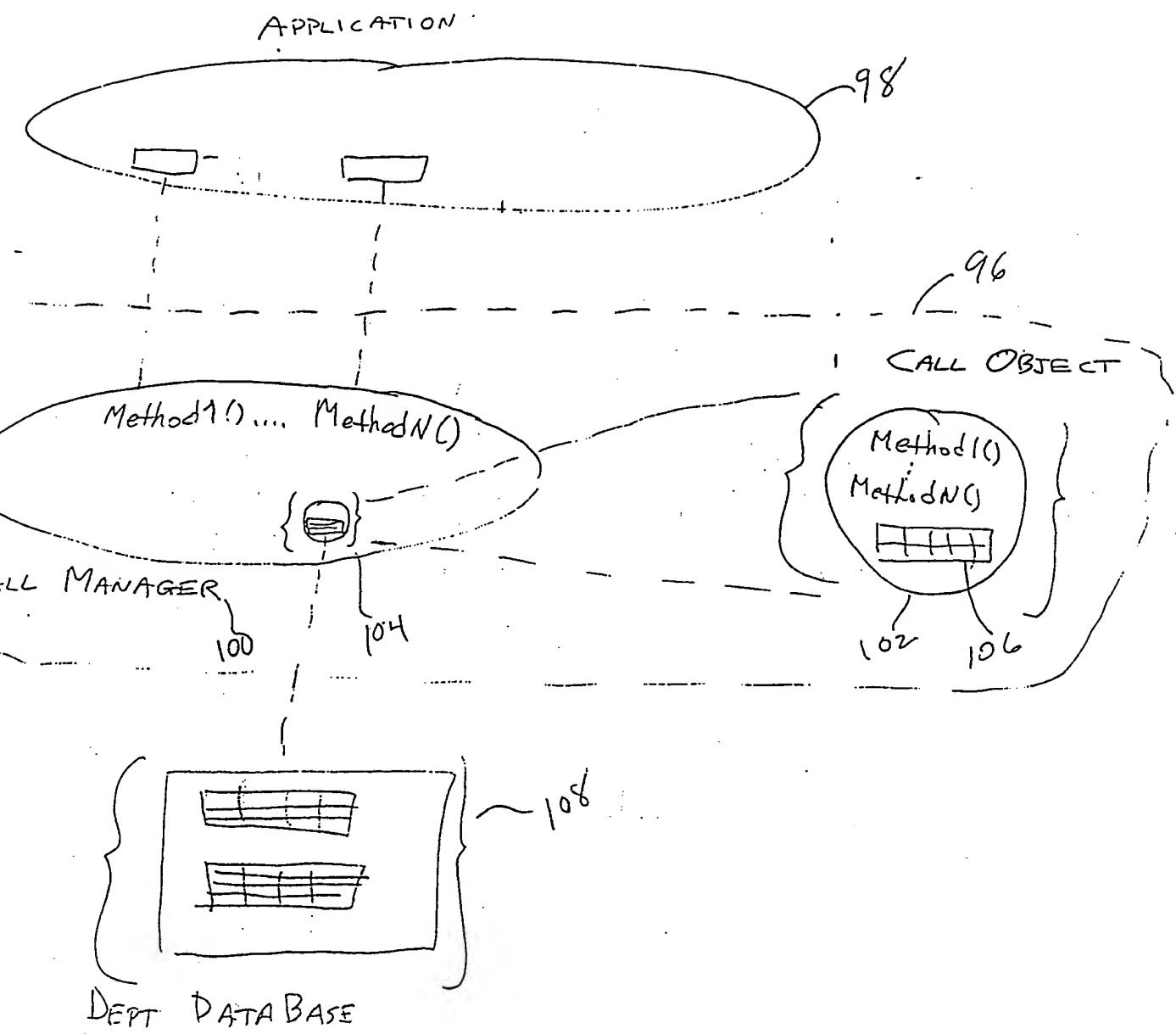
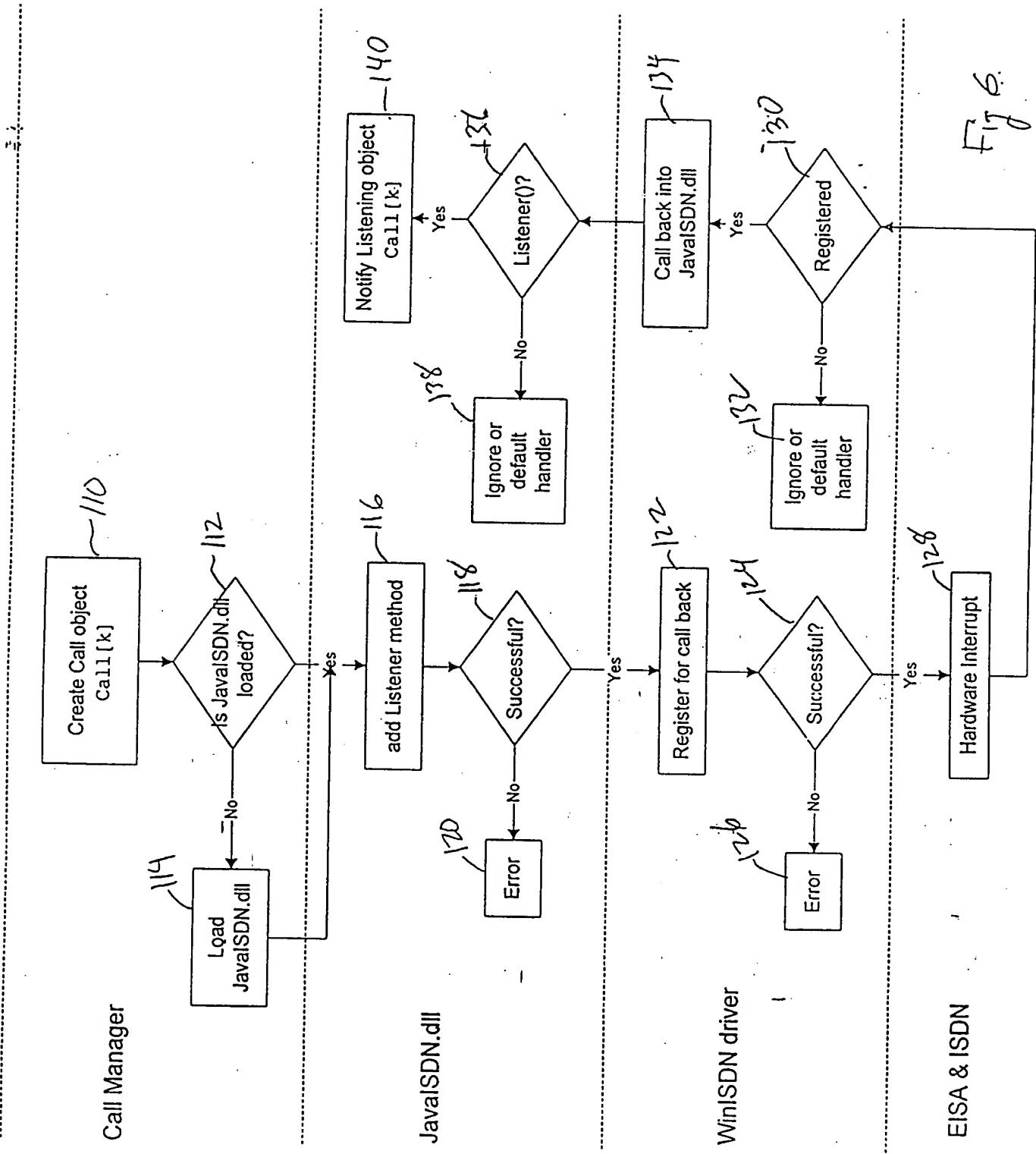


Fig. 5



Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Oper		Oper		Oper	33	✓
Sales	test.spl	Sales				✗
Tech	main.spl	Tech		Eddie	97671111	✓
Acct	Acct.au	Acct	test.spl			✗
Ship			mail.spl			✗

Table 1

Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Domestic		Oper		Karen	41	✗
International	main.spl	Main				✗
OEM	test.spl	OEM			97671111	✓
						✗
						✗

Table 2

Fig: 7

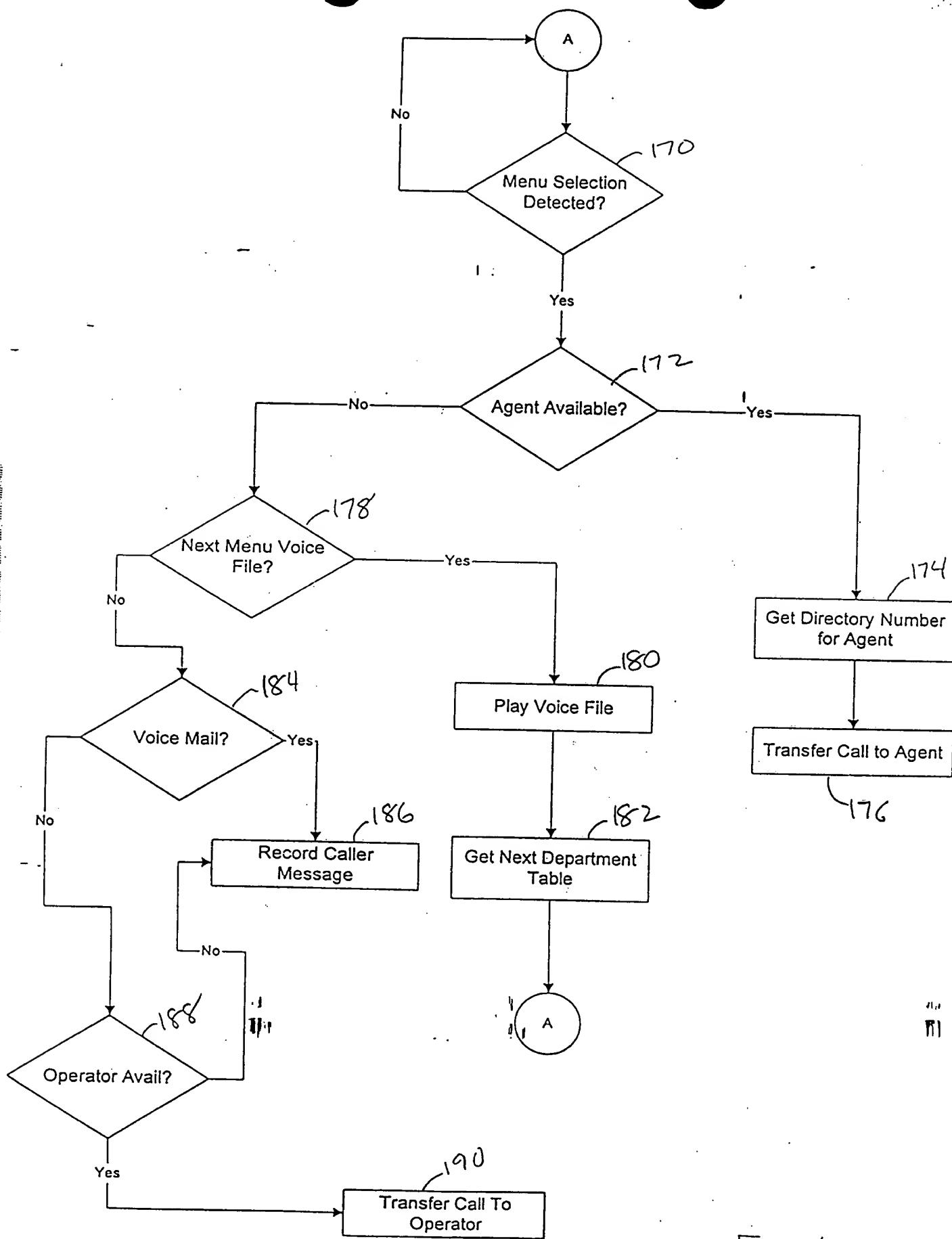


Fig. 8

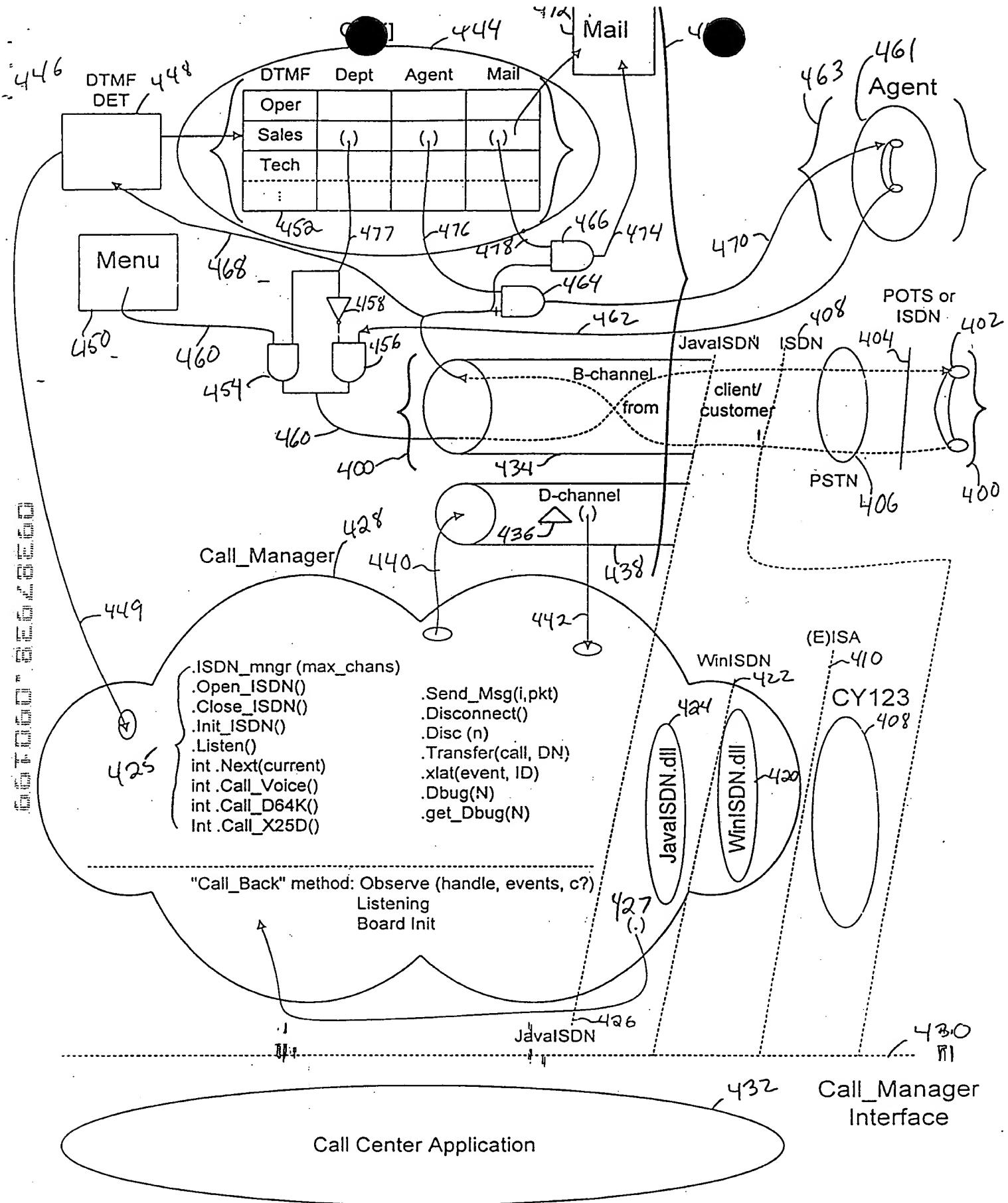


Fig. 9

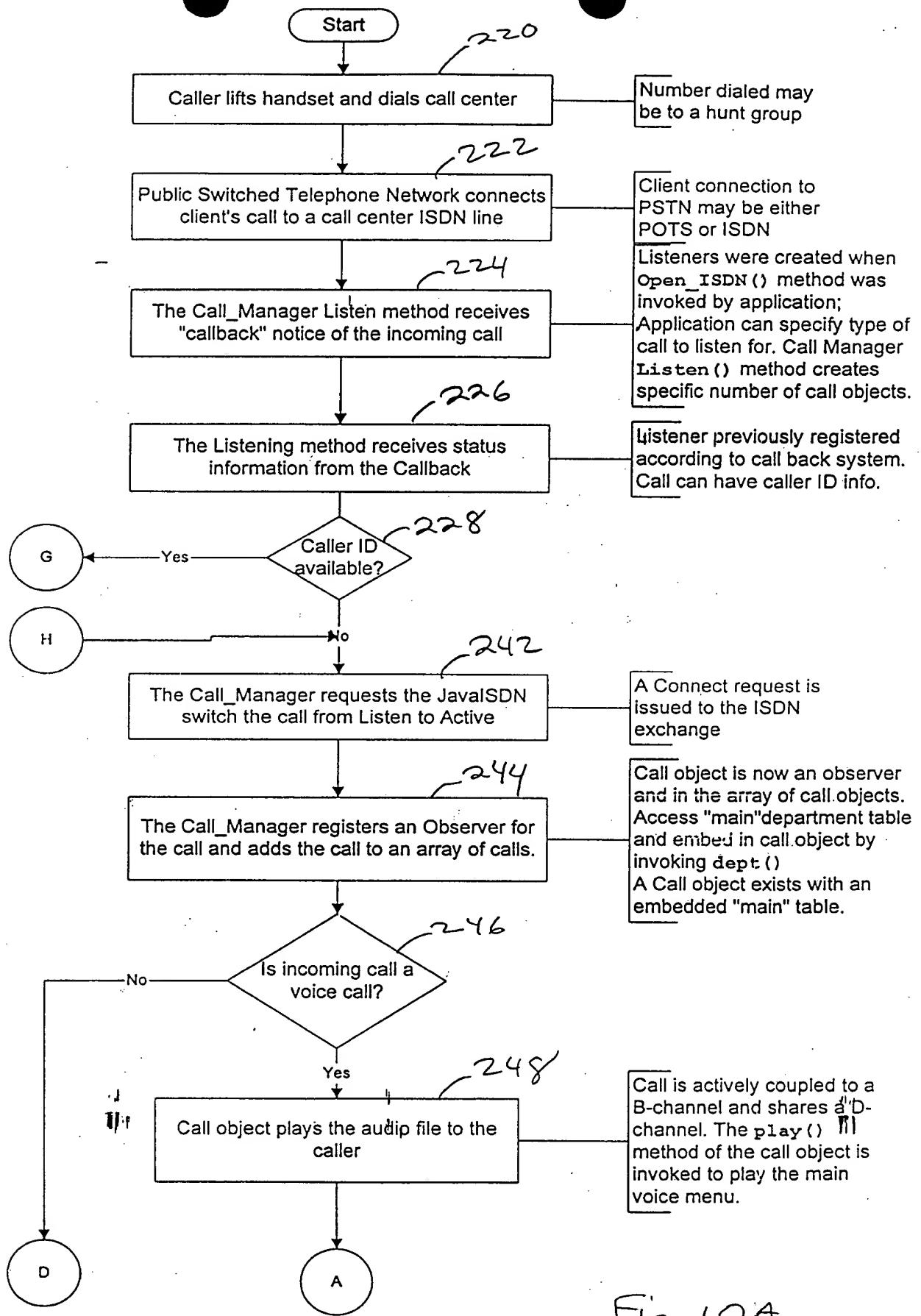


Fig. 10A

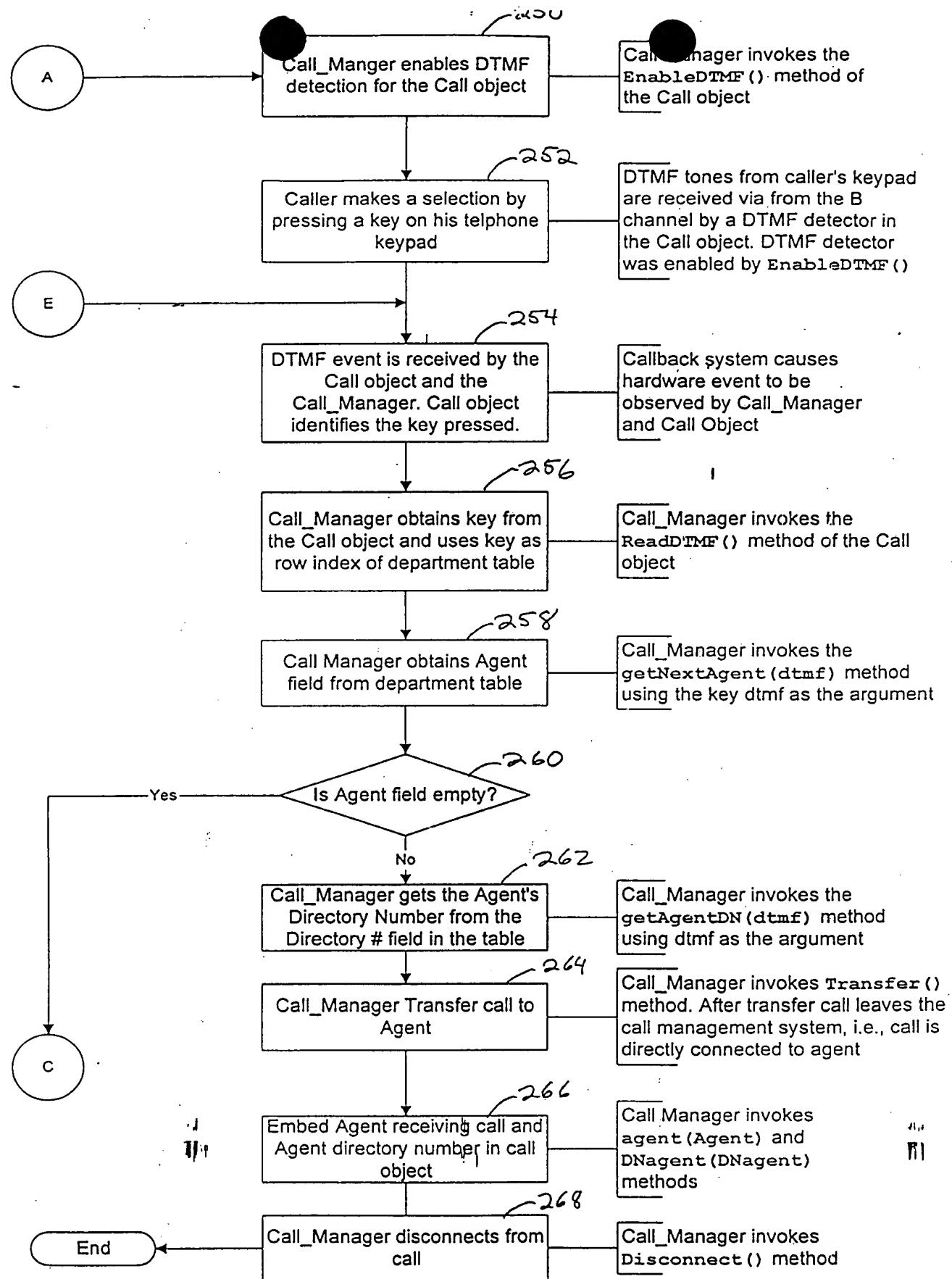


Fig. 10 B

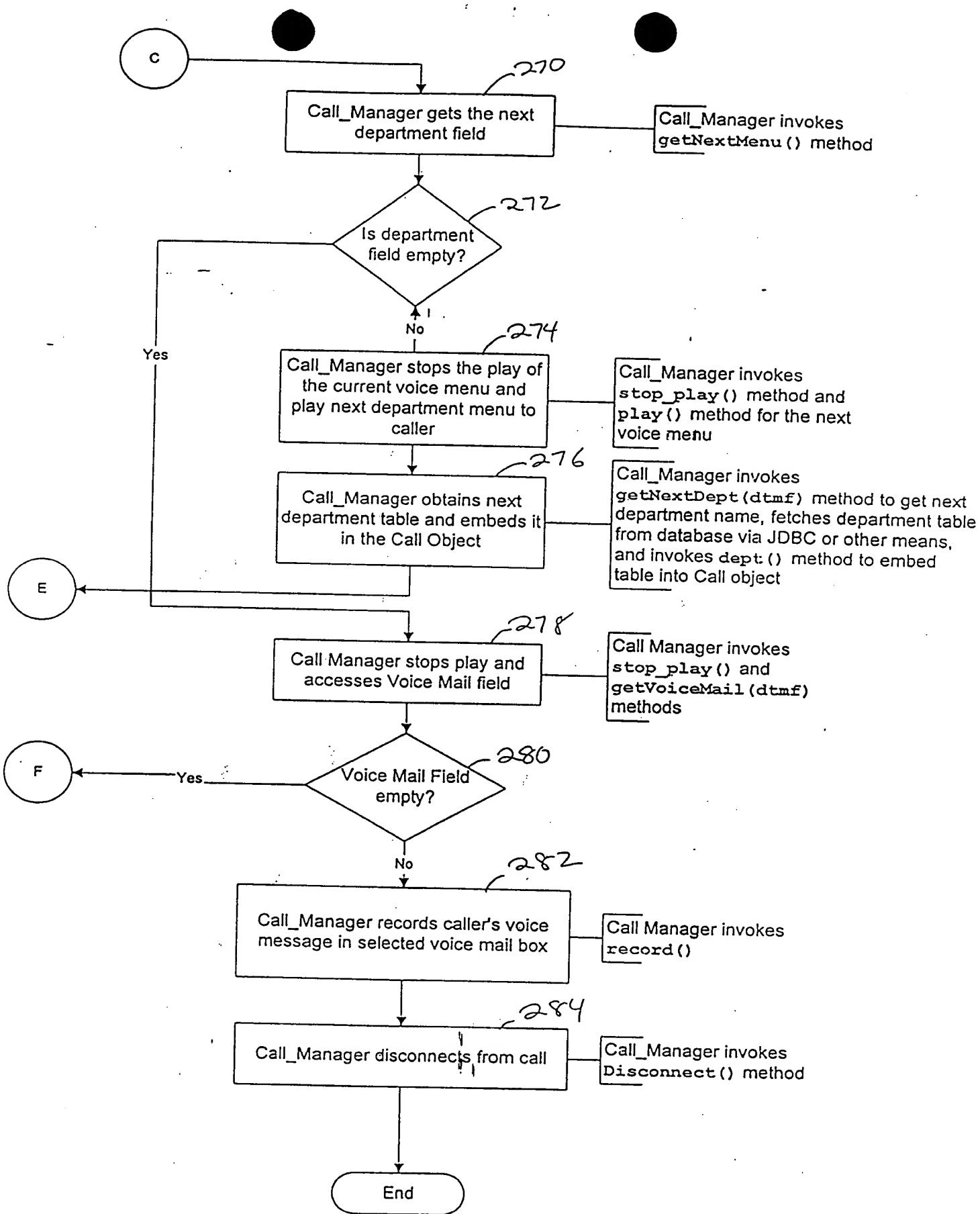


Fig. 10c

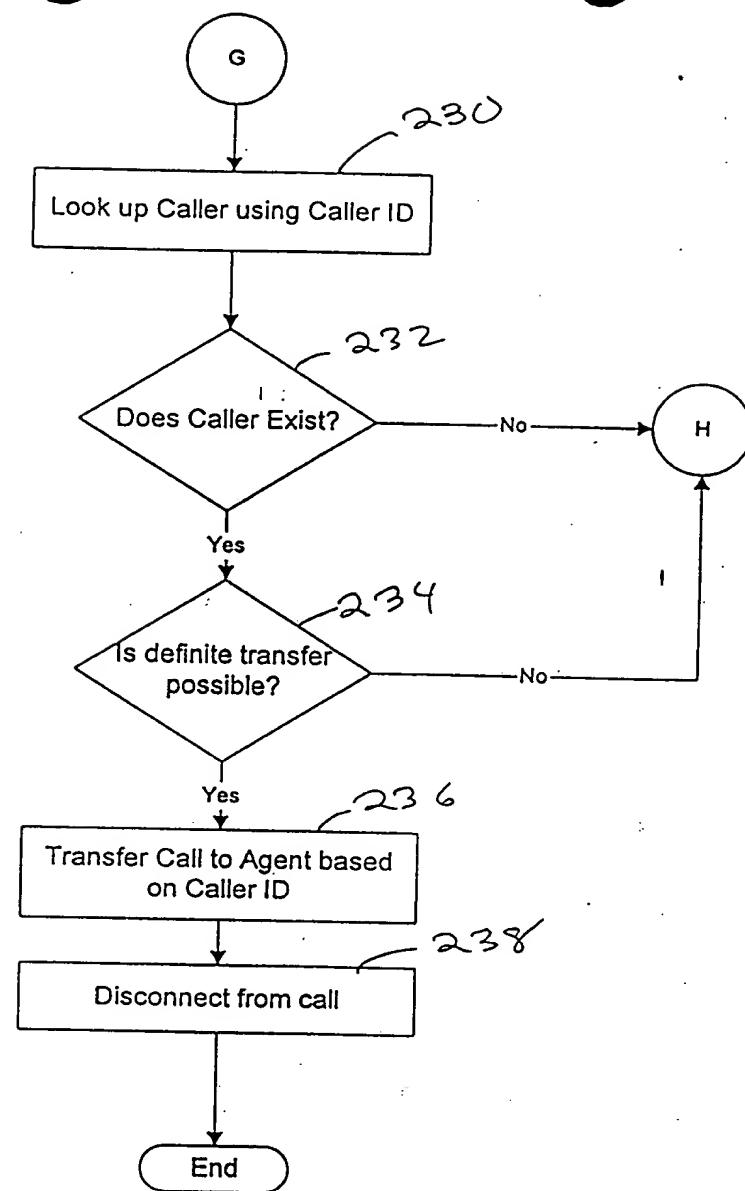


Fig. 10D

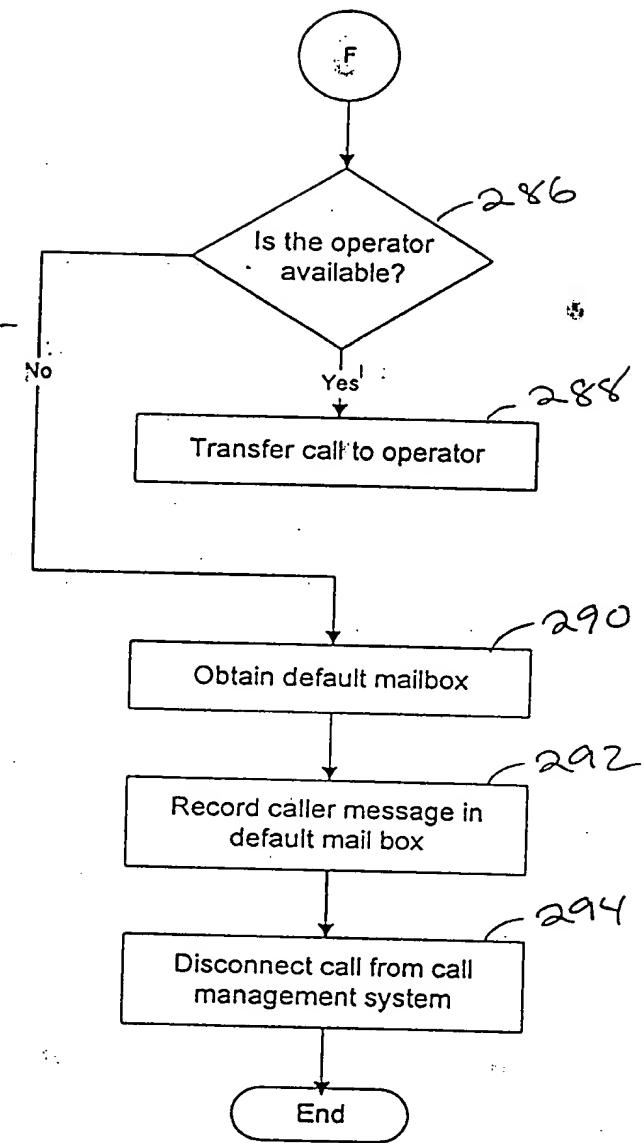


Fig. 10E

```
public void Listen()
{
    for( int n = 0; n < max, n++ )
    {
        if ( Caller[n] == 0 )      // array of handles
        {
            Call[n]= new ISDNcall();
            Listener[n]= Call[n].Listen( Call_mask );
        }
    }
}
```

1300

Fig 11A

```
thisDept = Call[n].dept;

Agent = thisDept.getNextAgent( dtmf );

if( Agent != null )
{
    // transfer call to Agent

    DNagent = thisDept.getAgentDN( dtmf );

    Xfer_ret = Call[n].Transfer(); // begin transfer

    if( Xfer_ret == 0 ) // success
    {
        Call[n].agent( Agent );
        Call[n].DNagent( DNagent );
    } else { // failed attempt to transfer call to Agent }

} else { // no Agent available or appropriate
```

302

```
// no Agent available or appropriate

dtmenu = thisDept.getNextMenu( dtmf );

Call[n].stop_play(); // stop playing voice menu

if( dtmenu != null )
{
    menuLink = ISDNmenu.open( dtmenu );

    if( menuLink != null )
    {
        Call[n].play( menuLink );
    } else { // no menu avail }

} else { // no voice menu avail }

// Now update the embedded department table:
// Deptname = thisDept.getNextDept( dtmf );

if( Deptname != null )
{
    Department[n] = DeptTables.xlat( Deptname );
    // now embed next department model in Call[n]

    Call[n].dept( Tmodel[ Department[n] ] );
}

else { // no agent avail, no next menu!
```

304

Fig. 1B

```
///  
/// no agent avail, no next menu!  
///  
    Call[n].stop_play();  
  
    MailFile = thisDept.getVoiceMail( dtmf );  
  
    saveLink = ISDNmenu.Open( MailFile );  
  
    if( saveLink != null )  
    {  
        Call[n].record( saveLink );  
  
    } else { // no agent, no menu, no mail  
        // switch to default voice mail  
    }  
}
```

306

Fig. 11c